Family and Childrens Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - March 2018   (Data as of Jun 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	676	656	3%	
	Admits	237	285	-17%	▼
	Discharges	121	148	-18%	▼
	Service Hours	1,278	1,861	-31%	▼
	S.Rehab/PHP/IOP	7,498	7,563	-1%	

▲ > 10% Over 1 Yr Ago   ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	564	78.3%
	Case Management	42	5.8%
Addiction			
	Outpatient	88	12.2%
	IOP	26	3.6%

Consumer Satisfaction Survey   (Based on 107 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		94%	80%	92%
✓	Quality and Appropriateness		94%	80%	93%
✓	General Satisfaction		93%	80%	92%
✓	Respect		93%	80%	91%
✓	Overall		92%	80%	91%
✓	Access		89%	80%	88%
✓	Outcome		83%	80%	83%
🔴	Recovery		76%	80%	79%

Legend: Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met 🔴 Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	50	8%	13%
26-34	123	18%	24%
35-44	115	17%	20%
45-54	193	29%	21%
55-64	156	23%	17%
65+	28	4%	5%

Gender

Gender	#	%	State Avg
Male	411	61%	60%
Female	261	39%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	431	64%	73%
Hisp-Puerto Rican	89	13%	12%
Hispanic-Other	88	13%	7%
Unknown	46	7%	7%
Hispanic-Mexican	16	2%	1%
Hispanic-Cuban	6	1%	0%

Race

Race	#	%		State Avg
Black/African American	260	38%	▲	16%
White/Caucasian	246	36%	▼	64%
Other	105	16%		13%
Unknown	46	7%		4%
Multiple Races	9	1%		1%
Am. Indian/Native Alaskan	6	1%		1%
Asian	2	0%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

Legend: Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Early Intervention 291
Family and Childrens Agency Inc
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	96	-8%	
Admits	61	77	-21%	▼
Discharges	63	72	-13%	▼
Service Hours	886	1,035	-14%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	94%
✓	Valid TEDS Data	96%	93%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	23%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	99%
✓	SA Screen Complete	100%	99%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
✓	Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		18	29%	50%	52%	-21%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		94	96%	75%	85%	21%	▲
✓ Abstinence/Reduced Drug Use		68	69%	55%	55%	14%	▲
● Stable Living Situation		91	93%	95%	84%	-2%	
● Employed		34	35%	50%	42%	-15%	▼
● Improved/Maintained Axis V GAF Score		39	50%	75%	54%	-25%	▼
● Self Help		13	13%	60%	33%	-47%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		35	100%	90%	72%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		55	93%	75%	69%	18%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   ● Below Goal
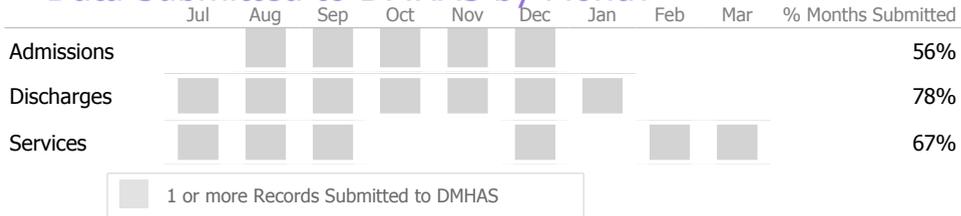
* State Avg based on 113 Active Standard Outpatient Programs

Hmls Outrch/CM 105294
Family and Childrens Agency Inc
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	44	-32%	▼
Admits	16	27	-41%	▼
Discharges	23	35	-34%	▼
Service Hours	186	207	-10%	

Service Engagement
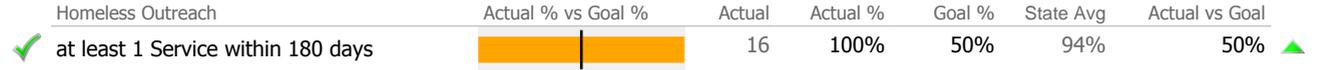
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		16	100%	50%	94%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢	▢	▢	▢				56%
Discharges	▢	▢	▢	▢	▢	▢	▢			78%
Services	▢	▢	▢		▢			▢	▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Next Step Supportive Hsg105551
Family and Childrens Agency Inc
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	11	27%	▲
Admits	5	-		
Discharges	5	2	150%	▲
Service Hours	111	108	2%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Stable Living Situation		10	71%	85%	86%	-14%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		8	89%	90%	96%	-1%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪	▪		▪		▪	44%
Discharges		▪	▪		▪					33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS
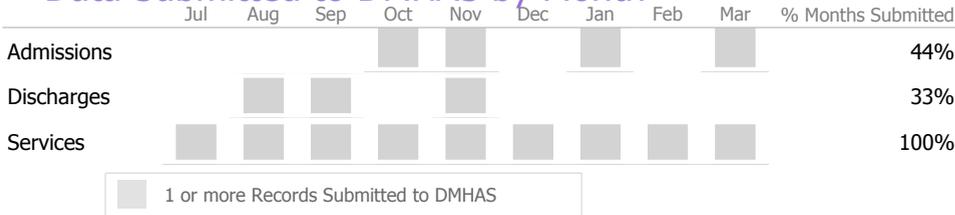
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Project Reward- IOP Prgm 985201
Family and Childrens Agency Inc
Addiction - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	45	-42%	▼
Admits	15	38	-61%	▼
Discharges	28	39	-28%	▼
Service Hours	94	511	-82%	▼
Social Rehab/PHP/IOP Days	300	739	-59%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	99%	95%
✔ Valid TEDS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	2%

Cooccurring	Actual	State Avg
✔ MH Screen Complete	100%	98%
✔ SA Screen Complete	100%	98%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	100%	100%
✔ Valid Axis V GAF Score	100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		21	75%	50%	63%	25%	▲
●	Follow-up within 30 Days of Discharge		16	76%	90%	61%	-14%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		28	100%	75%	88%	25%	▲
✔	Abstinence/Reduced Drug Use		17	61%	55%	60%	6%	
✔	Improved/Maintained Axis V GAF Score		22	79%	75%	85%	4%	
✔	Stable Living Situation		27	96%	95%	88%	1%	
●	Employed		6	21%	50%	34%	-29%	▼
●	Self Help		6	21%	60%	37%	-39%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		N/A	N/A	90%	81%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■						33%
Discharges	■	■	■	■						44%
Services	■	■	■	■	■					56%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 50 Active Standard IOP Programs

Senior Outreach
Family and Childrens Agency Inc
Mental Health - Case Management - Outreach & Engagement
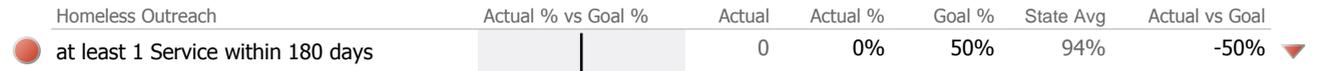
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
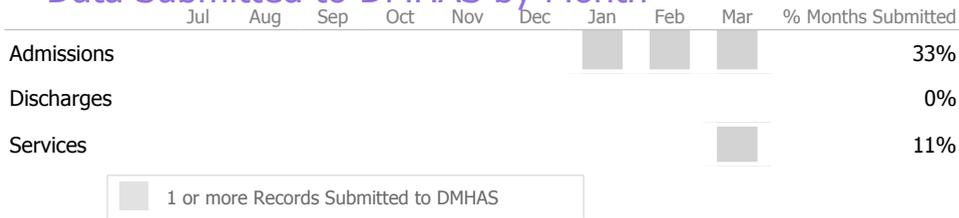Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14		
Admits	14	-	
Discharges	-	-	
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 at least 1 Service within 180 days		0	0%	50%	94%	-50% 🔻

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							▢	▢	▢	33%
Discharges										0%
Services									▢	11%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	🔻 < 10% Under

| 🟧 Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |

* State Avg based on 39 Active Outreach & Engagement Programs

Social Rehab 105-284
Family and Childrens Agency Inc
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	564	528	7%
Admits	140	143	-2%
Discharges	2	-	
Service Hours		-	
Social Rehab/PHP/IOP Days	7,198	6,824	5%

Service Utilization
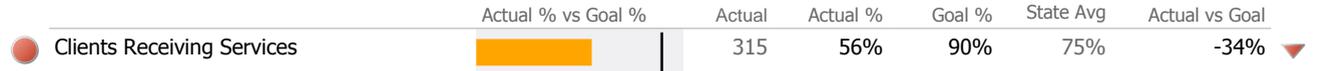
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		315	56%	90%	75%	-34% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges		■	■							22%
Services	■	■	■	■		■	■	■	■	89%

☐ 1 or more Records Submitted to DMHAS
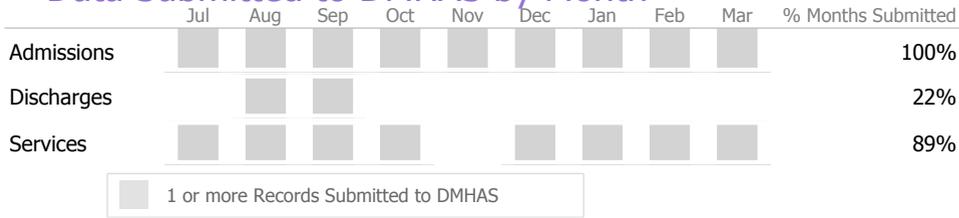
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 36 Active Social Rehabilitation Programs